



Candidate Information Pack

Victims First Co-ordinator



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Our Organisation



Thank you for your interest in this position at Victims First Northumbria (VFN).

VFN was set up in April 2015 to enhance the support to victims of crime, many of whom are vulnerable and I joined the service in June 2016. In the first year, we received 16,000 referrals to the service which has gradually increased to a figure just under 30,000. This is a fantastic achievement but also brings with it some challenges. Another key feature of the service is the offer of victim centred Restorative Justice and we work in partnership with other organisations to do this.

The service is led by a Board of Trustees and in addition to a team of just over 20 paid staff, the service is supported by a dedicated team of volunteers. Victims cope and recovery is our highest priority and I am pleased to report that 94% of victims that have received support have said that this has helped them cope and recover with 99% satisfaction rates.

Despite the COVID19 crisis, we have continued to provide vital support to many people within our community and will continue to do so. This is an exciting but challenging time and I am pleased you are interested in joining us on our journey.

Chief Executive (Ruth Parker)

Our Vision, Mission & Values

Vision

We will put the victim at the heart of everything we do, increasing the support to the most vulnerable and those persistently targeted.

Mission

To create a Northumbria area where victims of crime feel confident to seek help and when they do, they are provided with a choice of high quality support tailored to meet their individual needs.

Values

We are responsive, trusted and ambitious; valuing integrity, empathising and empowering victims in their recovery journey.

The Role

Post Title:	Victims First Co-ordinator
Line Manager:	Victims First Supervisor
Salary:	£19,968 to £21,837
Hours:	Full Time/ Permanent (applications will be considered for Part Time working or Job Share)
Location:	Cobalt Business Park (may involve some homeworking due to COVID19)

Purpose: Provide single point of contact for victims of crime identified as having needs, develop personalised cope and recovery plans and co-ordinate support for victims in accordance with the Victims Code and their personal situation, circumstances and needs.

The person

As a Victims First Coordinator you will be the first point of contact and your role will be to ensure victims are updated and supported throughout the process. You will assess the needs of individuals and tailor support packages which identify with the specific needs of each case.

You will build local knowledge of what services are available and we will look for you to proactively identify any gaps in service to inform future provision.

In order to keep the victim at the heart of this service it is essential that you:

- have a passion for delivering the highest standards of customer care and service.
- take personal responsibility and show resilience when dealing with difficult circumstances.
- have excellent communication skills, in particular, empathic listening .
- demonstrate the ability to effectively engage, build and maintain strong relationships with a range of individuals and groups in multi-agency environment.
- have the ability to work well as a team.
- be adaptable and open to change, and be flexible in approach to situations and people.
- can demonstrate initiative and innovative solutions to ensure victim satisfaction and identify opportunities for improvement.
- are confident in the use of systems to allow you to maintain accurate records in line with the victims hub framework and adhere to data protection policies.

Key Responsibilities:

- Provide support to victims of crime via various communication methods including phone, Live chat and face to face.
- Create, develop and update personal care and recovery plans for victims of crime by researching and assessing their needs and agreeing appropriate support and information to help a victim cope and recover from the impact of crime.
- Liaise with specialist staff, victim care partners, volunteer services and third party service providers, referring victims and co-ordinating services to ensure a victim receives the practical and emotional support they need to cope and recover.
- Maintain records of contact, information received and action taken to ensure accurate and up to date information and statistics are available.
- Develop personal exit plans and assess outcomes of Victims First services to ensure victim satisfaction and continuous improvement of service.

The postholder may be required to undertake such other responsibilities as are reasonably commensurate with the grade of the post.

The Application

The role will be based at Cobalt Business Park but involve extensive attendance at local courts (dependant on current COVID19 guidelines home working may be required). The post holder must be flexible and responsive to individual and system needs.

Please refer to the Role Definition for further information: [Victims Care Coordinator - VFN - Role definition.pdf](#)

You can find our Data Retention Policy here: [Data Retention Policy](#)

Our application form can be found on our website via this link [Co-ordinator Application Form](#), or by contacting enquiries@victimsfirstnorthumbria.org.uk.

Vetting: Recruitment Vetting (RV)

Applicants must be a resident of the UK for a minimum period of 3 years to ensure vetting checks can be successfully performed.

Vacancy Contact:

To discuss the position in more detail please contact Emma Brown :

Emma.brown.6454@northumbria.pnn.police.uk

COMPLETED APPLICATIONS TO BE EMAILED TO OUR SERVICE MANAGER EMMA BROWN:

Emma.brown.6454@northumbria.pnn.police.uk

Recruitment Timeline

Closing date: By close of business Monday 3rd August

Sifting: 4th/5th & 6th August

Interviews: w/c 17th August

